

<b>Notice of References Cited</b>	Application/Control No. 10/673,105	Applicant(s)/Patent Under Reexamination FLOCKHART ET AL.	
	Examiner NADJA CHONG CRUZ	Art Unit 3623	Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

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	N	EP 1246097 A1	10-2002	European Patent		G06F 17/60
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**NON-PATENT DOCUMENTS**

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	U	Evenson et al., Effective Call Center Management: Evidence from Financial Services, The Wharton Financial Institutions Center, January 1999.
	V	Judge et al., Agent-enhanced workflow, BT Technologies Journal, Vol. 16 No. 3, 1998.
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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